

Request for Qualifications

**Town of Berlin
Online Tax Payment Software**

BID # 2016-16

February 8, 2016

TOWN OF BERLIN, CONNECTICUT

REQUEST FOR QUALIFICATIONS FOR: Online Tax Payment Software

Bid NUMBER: 2016-16

Bid OPENING DATE: February 25, 2016

Bid OPENING TIME: 2:00PM

Bid OPENING PLACE: Berlin Town Hall, Town Manager's Office

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The Town of Berlin, Office of the Collector of Revenue, is seeking Qualifications from firms offering online bill payment software, with experience specifically in municipal tax payment. It is anticipated that the selected platform will be fully operational for July 1, 2016 tax payments.

One (1) clearly marked original and three (3) copies of your qualifications package must be received no later than 2:00PM on Thursday February 25, 2016, in the Town Manager's Office of the Berlin Town Hall, 240 Kensington Rd., Berlin, CT 06037. The Town will not accept submissions by e-mail or fax. The Town will reject proposals received after the date and time noted above.

The documents comprising the Request for Proposals may be obtained on the Town's website, www.town.berlin.ct.us, under "Bid and RFP Information," or from Adam Tulin, Purchasing Agent, Berlin Town Hall Room 3C, 240 Kensington Rd, Berlin, CT 06037 during normal business hours.

Each proposer is responsible for checking the Town's website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.

The Town reserves the right to amend or terminate this Request for Qualifications, accept all or any part of a proposal, reject all proposals, waive any informalities or defects, and award the proposal to the proposer that, in the Town's judgment, will be in the Town's best interests. The Town is an Affirmative Action/Equal Opportunity Employer. Minority/Women's Business Enterprises are encouraged to apply.

Adam Tulin
Purchasing Agent

TOWN OF BERLIN, CONNECTICUT
STANDARD INSTRUCTIONS TO PROPOSERS

1. INTRODUCTION

The Town of Berlin, Office of the Collector of Revenue, is seeking Qualifications from firms offering online bill payment software, with experience specifically in municipal tax payment, with the ability to potentially expand to other areas of collection in the future. It is anticipated that the selected platform will be fully operational for July 1, 2016 tax payments. This RFQ is not a contract offer, and no contract will exist unless and until a written contract is signed by the Town and the successful proposer. Interested parties should submit a proposal in accordance with the requirements and directions contained in this RFQ.

1. Background and Intent

The successful bidder will be expected to actively engage and partner with the Finance Department and Office of the Collector of Revenue to provide all services as further defined below in Section 3 – Scope of Services. The selected firm will be expected to possess expert knowledge of the municipal tax landscape and related requirements and regulations in order to provide efficient and effective guidance and direction to the Town.

The Town covers an area of 27.0 square miles, and is located in the geographic center of the state in Hartford County. Berlin is eleven miles south of the City of Hartford and is bordered by New Britain, Newington, Rocky Hill, Cromwell, Middletown, Meriden and Southington. Berlin's population is approximately 20,000. The Town provides a full range of municipal services including public safety, parks and recreation, public works, health and human services, and water control, with a Grand List of approximately \$2.1 Billion and an operating budget of approximately \$80 Million.

The Contractor's principal contact with the Town will be David Kluczowski, Collector of Revenue.

2. Qualifications

Eligible online tax payment platform providers will be those individuals, businesses and firms that have the following qualifications:

1. Proposer must have demonstrated experience and expertise in regard to providing the types of services outlined in the Scope of Services.
2. Proposer should have a proven track record in providing these types of or similar services for municipal governments. The Town would prefer a firm who has worked

with other Connecticut municipalities similar in size to Berlin. Further, experience with Quality Data Service, Inc (QDS) software is preferred.

3. Proposer must be qualified and properly licensed in the State of Connecticut to perform its obligation under this proposal in compliance with any/all applicable Federal and State of Connecticut laws and regulations, statutes and policies.

3. Scope of Services

1. Provide a User-Friendly tax bill payment platform with: reasonable/fair user fees that are clearly indicated, multiple payment options, and a variety of additional user options such as email reminders and automatic payments.
2. Must provide an online payment platform that can sync with the Quality Data Services (QDS) Municipal Software system the Town currently has in place for revenue collection.
3. If a new firm is selected, the firm must be capable of providing a smooth transition of services for the July 1, 2016 tax bill payments. Any charges related to the installation of new service must be clearly disclosed in the RFQ response.
4. Provide a product with a high level of ease of use for the Office of the Collector of Revenue, with time saving and efficient features, such as the ability to output compatible payment files requiring minimal/no manual input of data.
5. Provide a product that has the potential for future expansion beyond Tax Payments, to include possible items such as Utility Bill Payment, Parks & Recreation Fees, and Municipal Golf Course payments. These are examples only, with no current infrastructure in place; not an all-inclusive list of possible future expansions the Town is interested in.

2. SUBMISSION REQUIREMENTS

1. A letter of interest, including a general statement of qualifications for the firm.
2. Information on specific experience with online tax payment in the State of Connecticut, specifically highlighting any experience with QDS revenue collection software.
3. Demonstration of the software's key features/components related to the end-user (the tax payer), as well as those related to the Office of the Collector of Revenue.
4. Disclose fee structure(s) for various payment methods available, as well as any upfront installation charges. Please highlight all fees that will be borne by the payor as well as fees that will be borne by the Town.
5. Contact information for references (Attachment A).
6. Submit one (1) clearly marked original and three (3) copies of your Qualifications package.

Your Qualifications package should be submitted in a sealed envelope marked “**Online Tax Payment Software RFQ #2016-16**” to the Town Manager’s Office at the Berlin Town Hall, 240 Kensington Rd, Berlin, CT 06037, no later than 2:00P.M., Thursday, February 25, 2016. The Town will not accept submissions by e-mail or fax. Proposers are solely responsible for ensuring timely delivery. The Town will NOT accept late proposals.

3. RIGHT TO AMEND OR TERMINATE THE RFP OR CONTRACT

The Town may, in its sole discretion, clarify, modify, amend or terminate this RFP if the Town determines it is in the Town’s best interest. Any such action shall be effected by a posting on the Town’s website, www.town.berlin.ct.us, **Each proposer is responsible for checking the Town’s website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

Questions concerning the process and procedures applicable to this RFQ are to be submitted **in writing** (including by e-mail or fax) and directed **only to:**

Name: Adam Tulin

Position: Purchasing Agent

Email: atulin@town.berlin.ct.us

Fax: (860)828-8628

Proposers are prohibited from contacting any other Town employee, officer or official concerning this RFQ. A proposer’s failure to comply with this requirement may result in disqualification.

The appropriate Town representative listed above must receive any questions from proposers no later than seven (7) days before the proposal opening date. That representative will confirm receipt of a proposer’s questions by e-mail. The Town will answer all written questions by issuing one or more addenda, which shall be a part of this RFQ and the resulting Contract, containing all questions received as provided for above and decisions regarding same.

At least four (4) calendar days prior to proposal opening, the Town will post any addenda on the Town’s website, www.town.berlin.ct.us. **Each proposer is responsible for checking the website to determine if the Town/BOE has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

No oral statement of the Town, including oral statements by the Town representatives listed above, shall be effective to waive, change or otherwise modify any of the provisions of this RFQ, and no proposer shall rely on any alleged oral statement.

4. SELECTION PROCESS

A selection committee formed by the Town will review the qualifications, and short list firms to present their software, and recommend one or more firms to the Berlin Town Council which will make a final selection of the successful firm for this project. Among the selection criteria will be related experience

in the State of Connecticut, ability to integrate with the Town's current tax collection software, expertise and availability of staffing, design/ease of use of software, and fee structures for various payment options.

KEY DATES

RFQ Advertised	02/08/16
Questions due from Vendors	02/18/16
RFQ Open Date	02/25/16 at 2 P.M.
Interview of top Vendors	March 2016
Town Council Approval	April 2016

5. ADDITIONAL INFORMATION

1. *Costs For Preparing Proposal:* Each proposer's costs incurred in developing its proposal are its sole responsibility, and the Town shall have no liability for such costs.
2. *Ownership of Proposals:* All proposals submitted become the Town's property and will not be returned to proposers.
3. *Freedom of Information Act:* All information submitted in a proposal or in response to a request for additional information is subject to disclosure under the Connecticut Freedom of Information. Proposers are encouraged **not** to include in their proposals any information which is proprietary a trade secret or otherwise confidential. All materials associated with this procurement process are subject to the terms of state laws defining freedom of information and privacy, and all rules, regulations and interpretations resulting from those laws.
4. *Presumption of Proposer's Full Knowledge:* Each proposer is responsible for having read and understood each document in this RFQ and any addenda issued by the Town. A proposer's failure to have reviewed all information that is part of or applicable to this RFQ, including but not only any addenda posted on the Town's website, shall in no way relieve it from any aspect of its proposal or the obligations related thereto. Each proposer is deemed to be familiar with and is required to comply with all federal, state and local laws, regulations, ordinances, codes and orders that in any manner relate to this RFQ or the performance of the work described herein. By submitting a proposal, each proposer represents that it has thoroughly examined and become familiar with the scope of work outlined in this RFQ, and it is capable of performing the work to achieve the Town's objectives.

The Town will not award the contract to any business that, or person who, is in arrears or in default to the Town with regard to any tax, debt, contract, security or any other obligation.

6. ATTACHMENTS

Attachment A: Proposer's Statement of References

TOWN OF BERLIN, CONNECTICUT

ATTACHMENT A: PROPOSER'S STATEMENT OF REFERENCES

Online Tax Payment Software #2016-16

Provide at least three (3) references:

1. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____

2. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____

3. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____
